

# Exhibit B

Three Arrows \* FTX

Previous messages

8 June 2021

WP

11:26

Wilson P

could u pls withdraw to SEN for us?

11:26

Deleted Account

yep, but pls save a new withdrawal address with your SEN detail

11:26

I can process this signet one via SEN tho

11:30

25m sent via SEN

WP

11:30

Wilson P

In reply to this message

saved, but think need to be whitelisted

11:30

will send email

11:31

email sent thx

11:31

wire rcvd

WP

18:13

Wilson P

sorry guys, one more signet withdrawal of 10m USD, no rush

9 June 2021

WP

18:21

Wilson P

hi guys, signet withdrawn 5m USD, pls process when u can, no rush

18:34

thx Terence

10 June 2021

WP

08:05

Wilson P

hi guys, signet withdrawn 20m USD, pls process when u can, no rush

08:05

Deleted Account

noted

08:15

USD out

WP

08:25

Wilson P

Thx

Hieu Tran removed Hieu Tran

15 June 2021

WP

08:44

Wilson P

hi guys, signet withdrawn 5m USD, pls process when u can, no rush

S

08:51  
Stephen  
sure

E

14:11

Eric

Hi guys, we just reset our password today - would you be able to lift the 24 hr withdrawal freeze for us?

LN

22:12

Lena Ngoy

In order to do so, I believe you must email into support from your main account holder email and follow the steps they provide!

17 June 2021

WP

10:45

Wilson P

hi guys, signet withdrawn 20m USD, pls process when u can, no rush

WP

11:32

Wilson P

Ty!

18 June 2021

WP

16:28

Wilson P

hi guys, signet withdrawn 10m USD, pls process when u can, no rush

T

16:35

Terence

USD out

WP

16:37

Wilson P

thx terence

20 June 2021

WP

08:45

Wilson P

hi guys, signet withdrawn 25m USD, pls process when u can, no rush

12:18

Deleted Account

sent

21 June 2021

WP

08:14

Wilson P

hi guys, signet withdrawn 40m USD, pls process when u can, no rush

08:41

Deleted Account

gonna be a while for signet. We can process immediately for SEN.

WP

08:48

Wilson P

got you [@ftx\\_tkh](#) how long would u think signet would take?

08:53

Deleted Account  
would be during US business hour

WP

08:54

Wilson P  
gotcha, would a smaller amount be easier to expedite?

08:55

Deleted Account  
sure, you can put in a few tickets then we can try to process earlier.

WP

12:07

Wilson P  
[@ftx\\_tkh](#) amended to 20m usd

E

14:51

Eric  
Hi team, sent an address whitelisting request via email - please help when you have a chance, thanks!

WP

16:08

Wilson P  
hey guys, just checking to see if any luck on the signet

16:08  
and eric's address whitelisting

B

16:09

Burg (Wont Dm you)  
In reply to [this message](#)  
On it

WP

16:09

Wilson P  
signet would need to wait till NY AM you think?

S

16:09

Stephen  
In reply to [this message](#)  
yep most likely

16:10

we can do SEN though now

B

16:10

Burg (Wont Dm you)  
In reply to [this message](#)  
Done

WP

16:13

Wilson P  
In reply to [this message](#)  
understood thx, will check then

WP

16:39

Wilson P

@phteven18 actually, would u be able to process 20m to SEN?

S

16:45

Stephen

In reply to [this message](#)

yep we can do that

S

17:05

Stephen

20mm usd should be sent to you shortly via SEN

WP

20:05

Wilson P

thx @phteven18 just wanted to check if u'd have an ETA for the signet

20:17

[@fx\\_tkh](#) [@handiyang](#)

Handi YANG invited Deleted Account

20:35

Deleted Account

we still need a few more hours to process the withdrawal

WP

20:36

Wilson P

understood thx

HY

20:55

Handi YANG

out of 40m requested, we sent 20m on silvergate, is it okay?

20:55

we could also do the second half on silvergate immediately

20:55

signet is gonna take some time

WP

21:02

Wilson P

[@handiyang](#) ok np, could u pls do the 2nd half to SEN as well?

HY

21:04

Handi YANG

sure we are on it

21:08

out

23 June 2021

WP

08:03

Wilson P

hi guys, signet withdrawn 10m USD, pls process when u can

08:12

thx

24 June 2021

WP

13:24

Wilson P

hi guys, pls help to whitelist DOGE address when u can

13:24

sent email to compliance and support

B

14:38

Burg (Wont Dm you)  
believe this was done

WP

14:39

Wilson P  
yep thx burg

B

14:43

Burg (Wont Dm you)  
Sweet!  
26 June 2021

WP

12:55

Wilson P  
hi guys, signet withdrawn 20m USD, pls process when u can, no rush

S

15:39

Stephen  
out soon  
29 June 2021

WP

21:51

Wilson P  
hi guys, signet deposited 10m USD to exchange side, could u pls process when u can

LN

21:52

Lena Ngoy  
moment  
21:56  
not seeing a ticket

WP

21:57

Wilson P  
done just now, sorry

LN

21:57

Lena Ngoy  
no worries!  
21:57  
done

WP

22:03

Wilson P  
ty  
30 June 2021

WP

09:59

Wilson P  
hi guys, SENT \$5m usd to OTC side, could you pls process when you can

10:01

Deleted Account  
moment

WP

10:20  
Wilson P  
thx @fix\_tkh any luck?

10:23  
Deleted Account  
should be with you now  
2 July 2021

WP

12:43  
Wilson P  
hi guys, signet withdrawn 15m USD, pls process when u can, no rush  
8 July 2021

WP

20:10  
Wilson P  
hi guys, signet withdrawn 15m USD, pls process when u can, no rush  
20:14  
ty  
9 July 2021

WP

22:41  
Wilson P  
hi guys, signet withdrawn 10m USD, pls process when u can, no rush  
22:43  
ty  
12 July 2021

WP

17:13  
Wilson P  
hi guys, signet withdrawn 25m USD, pls process when u can, no rush

WP

17:34  
Wilson P  
thx!  
13 July 2021

WP

20:22  
Wilson P  
hi guys, signet withdrawn 25m USD, pls process when u can, no rush

WP

20:46  
Wilson P  
ty  
14 July 2021

WP

20:40  
Wilson P  
hi guys, signet withdrawn 25m USD, pls process when u can, no rush

T

20:45  
Terence  
out

WP

20:46  
Wilson P

ty  
15 July 2021

WP

15:40  
Wilson P  
hi guys, signet withdrawn 25m USD, pls process when u can, no rush

T

18:29  
Terence  
out now, sorry took slightly longer

WP

22:06  
Wilson P  
thx @terence\_chi1 would u have room for us to do another \$25m?

T

22:06  
Terence  
can do via SEN not from Signet at the moment

WP

22:14  
Wilson P  
gotcha, no worries  
16 July 2021

WP

18:49  
Wilson P  
hi guys, signet withdrawn 25m USD, pls process when u can, no rush

WP

19:56  
Wilson P  
@terence\_chi1

20:07  
In reply to [this message](#)  
Ok can wait thx 🙏  
19 July 2021

WP

20:17  
Wilson P  
hi guys, signet withdrawn 25m USD, pls process when u can, no rush

T

20:18  
Terence  
out

WP

20:24  
Wilson P  
tyty  
24 July 2021

WP

21:04  
Wilson P  
hi guys, signet deposited 75m USD into exchange account, could you pls credit when u can

LN

21:05  
Lena Ngoy

Moment!

21:10

done btw

WP

21:12

Wilson P

thx Lena

WP

21:56

Wilson P

[@lenangoy](#) could we trouble u to credit another 100m USD

21:57

signet sent

LN

22:15

Lena Ngoy

moment

22:17

done

26 July 2021

E

14:27

Eric

Hi guys, sent another 20m Signet, can you please credit when you can? thanks!

14:31

can you please deposit to exchange? sorry haven't done this for a while, don't see where I can specify signet deposit to exchange

B

14:32

Burg (Wont Dm you)

you guys need to raise a ticket on the gui

Eric invited Ningxin

E

14:32

Eric

just raised, not sure if correct since specified to silvergate by default

14:35

new one submitted, pls cancel last

14:40

thanks!

28 July 2021

WP

20:49

Wilson P

hi guys, signet withdrawn 25m USD from exchange account, could you pls process when u can, no rush

20:52

In reply to [this message](#)

Ok let's do SEN

20:56

apparently our SEN is not whitelisted

20:57

[Screenshot 2021-07-28 at 9.57.05 PM.png](#)

[733.7 KB](#)

20:59

[@terence\\_ch1](#) just send email to whitelist? or?

21:02

ok email sent

21:03

done thx

21:09

ty

29 July 2021

WP

20:56

Wilson P

hi guys, signet withdrawn 34m USD from exchange account, could you pls process when u can, no rush

21:04

thx thx

6 August 2021

Z

09:38

Zane

Hey guys, I wanted to make sure you're aware of the change we recently (Aug. 2nd) pushed on the exchange which changes the way fees are charged on spot trades. Before fees on all trades were taken from the target currency, now fees are taken from the target currency on maker orders and quote currency on taker orders.

To be clear, this is for spot markets only, derivatives remain the same.

WP

14:35

Wilson P

hi guys, signet deposited 50m USD into exchange account, could you pls credit when u can

14:37

ty

7 August 2021

WP

23:10

Wilson P

hi guys, signet deposited 30m USD into exchange account, could you pls credit when u can

23:11

ty

8 August 2021

WP

21:31

Wilson P

hi guys, could u pls help to whitelist our COMP address

21:31

sent email

9 August 2021

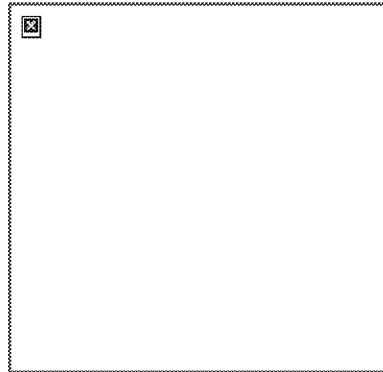
WP

08:27

Wilson P

hi team, any luck whitelisting COMP pls?

08:34



WP

09:17

Wilson P

Thx man

10 August 2021

Wilson P invited k

k

08:23

k

Morning. Would like to explore expanding our credit line. Can you pls help review? Thank you! @tristanfix

T

08:24

Tristan

Hi @kyled1 ping @burgiol or @ztackett for that :)

B

10:06

Burg (Wont Dm you)

Heya @kyled1

k

16:57

k

In reply to [this message](#)

Howdy

WP

20:53

Wilson P

hi guys, signet deposited 50m USD into exchange account, could you pls credit when u can

20:55

ty

12 August 2021

WP

09:24

Wilson P

hi guys, signet deposited 10m USD into exchange account, could you pls credit when u can

S

09:26

Stephen

sure

E

14:51

Eric

Hi guys, how does the serum unlock process work on your staking function?

RS

14:51

Ryan Salame

need to unstake and it will begin unlocking, staked remains locked I believe

E

14:52

Eric

right, so need to unstake all and then any previously unlocked tokens will split off immediately?

RS

14:53

Ryan Salame

would assume so, but let me confirm

14:57

ah no thats wrong, apologies. so your staked locked srm should be converting into staked unlocked srm

14:57

and then if you want to trade it you'll need to unstake the srm and wait for that to unstake before selling

E

15:00

Eric

ah great - can you advise timeframe on when this happens? believe unlock was slated to happen Aug 11 and not seeing this move on our staking page

15:02

or maybe it already started but just so small it's not clear to me

15:06

Deleted Account

It started already. LOCKED\_SRM balances will unlock into SRM every day at 00:00 UTC.

E

15:15

Eric

great, will keep an eye out, thx!

16 August 2021

WP

16:33

Wilson P

hi guys, signet withdrawn a measly 2m USD from exchange account, could u pls process when u can

16:37

ty!

20 August 2021

w

01:54

wantonwallet

My page got desynced for some reason

01:55

can someone tell me what my position is kyle8@threearrows.com, subaccount ALGOTOWN

01:55

cant seem to get resynced

L

01:55

Lynn

@Reyflx

R

01:56

Rey

what do you mean by "resynced"?

w

01:57

wantonwallet

not sure just frozen on a particular screenshot that it reloads to everytime i refresh

01:57

just need to know if my position is what i think it is

R

01:57

Rey

ok

01:58

You are SHORT BNBPERP 775

SHORT CREAMPERP 1197.24

LONG 100 ETH

SHORT 12640 UNI

w

01:58

wantonwallet

and USD Balance?

R

01:58

Rey

3750.40 USD

01:58

or you mean overall USD worth of the subaccount?

01:59  
2,383,754.74

w

01:59  
wantonwallet  
ok thanks  
01:59  
no issue then

R

02:00  
Rey



21 August 2021

N

07:23  
Ningxin  
hi team, just deposited \$20mio via signet, could u pls help credit?

L

07:25  
Lynn  
sure

N

07:30  
Ningxin  
Pls lmk once in, ty

L

07:32  
Lynn  
done

N

07:32  
Ningxin  
see it, ty!

N

11:04  
Ningxin  
hi have requested 20mio BUSD withdrawal quite a while ago, could u pls help check?

11:08  
actually no need now, cancelled, will try in smaller clip

N

15:16  
Ningxin  
hi @lynnpguy3n could u pls help credit another \$8.958mio to exchange account? we just sent via signet

15:16  
Deleted Account  
moment

15:18  
done

N

15:18  
Ningxin  
ty @ar\_charlie  
23 August 2021

N

11:58

Ningxin

hi team, got \$635k deposit from SEN, could u pls help credit?

N

16:11

Ningxin

hi any updates on the above pls?

S

16:12

Stephen

hey do you want this credited to the fix exch side?

N

16:12

Ningxin

yes pls

S

16:13

Stephen

have you created a deposit ticket yet?

N

16:13

Ningxin

yes

S

16:13

Stephen

I haven't managed to locate it

16:13

wanna create another one? then can get this credited

N

16:14

Ningxin

[image\\_2021-08-23\\_17-14-12.png](#)

[12.5 KB](#)

16:14

does this help?

16:15

or still need another one?

S

16:16

Stephen

thanks should be credited now

N

16:17

Ningxin

thanks a lot

16:17

actually got another withdrawal to signet if you can help

16:17

\$522k

16:18

Deleted Account

on it

16:19

withdrawal sent

N

16:20

Ningxin  
tyvm

N

17:42

Ningxin  
hi team, sorry to bother again, another signet withdrawal if you could help  
24 August 2021

N

09:39

Ningxin  
hi team, \$25mio deposit from signet to exchange, could u pls help credit?

09:40

Deleted Account  
sec  
09:41  
with you

N

09:41

Ningxin  
awesome ty!

N

12:15

Ningxin  
hi team, we sent an email to your support to whitelist a new address last night, but no reply yet, could you pls help check? thank you!

N

13:56

Ningxin  
see it, tx a lot!  
31 August 2021

N

12:37

Ningxin  
hi team, could u pls help credit a deposit of \$1,192,618.32 into exchange side? just sent via signet  
1 September 2021

N

22:30

Ningxin  
hi team, could you pls help withdraw \$330k to signet, just requested on exchange side?  
22:37

@terence\_ch1

LN

22:39

Lena Ngoy  
will let you know when its out

N

23:04

Ningxin  
sure pls  
2 September 2021

N

19:26

Ningxin  
hi team, could u pls help with signet withdrawal of 1.5mio from exchange? ty

19:46

Deleted Account

on it

19:48

sent

N

19:57

Ningxin

ty

7 September 2021

k

18:14

k

@burglo! thank you for the help with the loan facility. When do you expect it to be ready pls?

wantonwallet removed Wilson P

wantonwallet removed Eric

B

19:00

Burg (Wont Dm you)

Thanks for the reminder let me chase that up

19:00

@ztackett

Z

19:07

Zane

devs said it'd be ready within a week.

k

19:07

k

Perfect, thank you. What amt pls?

Z

19:07

Zane

haven't been a part of those conversations, so wouldn't know. @burglo!

B

19:20

Burg (Wont Dm you)

Ohh was just for the contract

8 September 2021

N

09:48

Ningxin

hi team, just to confirm where can i check the interests we pay for the borrowed coin? we borrowed RUNE and sold it, hence we have negative RUNE balance, how often is the interest charged and where can i check it?

Z

09:59

Zane

it's charged at the hour, every hour

09:59

you can see your payments on the margin borrows page

10:00

<https://fx.com/spot-margin/borrows>

N

10:03

Ningxin

see it ty!

Ningxin invited Fung

Z

10:16

Zane

np

N

10:26

Ningxin

btw, just sent an email to whitelist another 2 addresses, could up pls help?

Z

11:37

Zane

@Revfix mind taking a look on this.

N

15:14

Ningxin

hi pls let us know if any updates, ty

15:18

yes

9 September 2021

N

08:09

Ningxin

In reply to [this message](#)

thank you

08:09

hi team, could u pls help credit \$13.6mio from signet to exchange side?

08:11

Deleted Account

yup

08:11

credited

10 September 2021

F

14:25

Fung

Hi team, just sent an email to whitelist an address, could u pls help?

F

16:46

Fung

Yes, agree

17:00

Thx

13 September 2021

N

15:31

Ningxin

hi team, we are getting order rejections sometimes today saying "account does not have enuf margin for order", do you know why is that, and how we could solve this?

15:35

Deleted Account

on the exchange? do you have enough free collateral?

N

15:36

Ningxin

on the exchange, what is the definition of free collateral here?

A(

15:38

Ash (I won't message you first)

hey, which subaccount are you seeing this on?

N

15:39

Ningxin

its the main account

A(

15:40

Ash (I won't message you first)

which market are you seeing this error on? you would see it if you dont have enough collateral to place the order

N

15:41

Ningxin

saw it on a couple markets, like DOT perp, SUSHI perp

15:41

now looks fine

15:42

btw we do have a lot of coins as collateral in our account, but we are having USD deficit, is that related?

A(

15:42

Ash (I won't message you first)

In reply to [this message](#)

got it, yup you can see your current free collateral on the trade page right below the order form on the right

N

15:43

Ningxin

ah gotcha

15:44

how can we increase free collateral? is there a formula or anything?

A(

15:54

Ash (I won't message you first)

In reply to [this message](#)

by adding more collateral, closing open positions, orders, etc. Can find details in <https://help.fx.com/hc/en-us/articles/360024780511-Complete-Futures-Specs>

N

15:54

Ningxin

Ty

A(

15:58

Ash (I won't message you first)

np!

14 September 2021

N

08:24

Ningxin

hi team, just requested \$600k withdrawal to SEN, could u pls help

LN

08:26

Lena Ngoy

gotcha

15 September 2021

N

12:08

Ningxin

hi team, just deposited \$10mio via SEN to exchange side, could u pls help credit?

12:15

Deleted Account

moment

12:19

credited

N

12:20

Ningxin

ty

20 September 2021

N

15:15

Ningxin

hi team, just deposited \$10mio via SEN to exchange side, could u pls help credit?

15:16

Deleted Account

on it

15:18

credited

N

15:18

Ningxin

ty

N

19:37

Ningxin

hi team, another \$8mio deposited via SEN, could u pls help?

19:41

ty

21 September 2021

N

11:03

Ningxin

hi team, could u pls help credit another \$50mio? just sent over via SEN

11:05

Deleted Account

credited

N

11:08

Ningxin

ty @BeatriceChui, one last \$22mio deposit from SEN too, if you could help?

11:08

Deleted Account

sure, a sec

11:08

with you

N

11:09

Ningxin

awesome, tx a lot!

11:09  
Deleted Account  
np  
23 September 2021

k

12:51

k

@burgiol , sorry to keep chasing. Any update on the loan pls?

B

13:10

Burg (Wont Dm you)  
will get the contract out today

k

13:12

k

perfect thank you!  
24 September 2021

N

10:10

Ningxin  
hi team, stupid question, where can i find the expiry price for futures?

N

13:01

Ningxin  
nvm found it  
27 September 2021

N

16:23

Ningxin  
hi team, could u pls help with \$41+mio deposit via SEN into exchange?

16:25

Deleted Account  
credited

N

16:25

Ningxin  
perfect ty  
28 September 2021

N

10:09

Ningxin  
hi team, could u pls help process \$5mio withdrawal to signet?

Z

15:55

Zane  
@terence\_ch1 @lenangoy @BeatriceChui

N

15:57

Ningxin  
yes saw it, ty  
29 September 2021

N

09:50

Ningxin

hi team, could u pls help credit \$8.68mio to exchange from signet? ty

09:58

Deleted Account  
credited

N

10:00

Ningxin

ty

30 September 2021

N

09:06

Ningxin

hi team, could u pls help with another \$4.25mio credit from signet?

N

09:42

Ningxin

[@BeatriceChui](#) [@terence\\_ch1](#)

09:48

Deleted Account

on it

09:49

credited

N

09:50

Ningxin

tyvm

N

16:49

Ningxin

hi team, could u pls help with \$6.5mio withdrawal to signet? sry for the trouble

17:00

Deleted Account

moment

17:02

sent

N

17:02

Ningxin

thanks a lot!

4 October 2021

N

13:15

Ningxin

hi team, could u pls help with \$9.2mio withdrawal to signet? ty

5 October 2021

N

14:54

Ningxin

hi team, could u pls help with \$7mio withdrawal to signet?

Terence invited Anton

A

15:01

Anton

sec  
15:03  
done

F

15:07  
Fung  
Thx  
6 October 2021

N

17:30  
Ningxin  
hi team, another \$8.3mio withdrawal to signet pls if you could help?

A

17:30  
Anton  
sure  
17:33  
usd on the way

N

17:33  
Ningxin  
Thx a lot!

A

17:33  
Anton

👉

7 October 2021

N

14:43  
Ningxin  
hi team, withdrawing another \$9mio to signet, could u pls help?

A

14:43  
Anton  
yep  
14:47  
shld be done

F

14:47  
Fung  
Thx  
8 October 2021

N

14:55  
Ningxin  
hi team, could u pls help withdraw \$8.7mio to signet? initiated on exchange side

A

15:01  
Anton  
sure  
15:03  
shld be done alr

N

15:03  
Ningxin  
see it, tyvm  
11 October 2021

N

16:25

Ningxin

hi team, withdrawing \$9033000 to signet if you could help pls?

F

16:45

Fung

Received thx

12 October 2021

k

16:30

k

@burgioi , when do you expect the credit line to be ready pls? Would like to have our team ready

13 October 2021

N

17:22

Ningxin

hi, looking to withdraw \$18mio to signet, could u pls help? ty!

S

17:51

Stephen

usd should be with you

F

17:55

Fung

Thx received

14 October 2021

N

15:29

Ningxin

hi team, another \$9.15mio withdrawal to signet pls

15:29

could u pls help?

A

15:29

Anton

sure

15:32

on the way

N

15:35

Ningxin

cool thats nice

15:35

will check it out

15:42

submitted the request

15:52

noted

15:58

so how shud i deposit now?

15:58

[image\\_2021-10-14\\_16-58-50.png](#)

13.2 KB

initiate deposit from here?

15:59

In reply to this message

and then send fund from signet to this address?

N

16:34

Ningxin

[image\\_2021-10-14\\_17-33-57.png](#)

[19.5 KB](#)

just tested \$1, but didnt work?

16:34

[image\\_2021-10-14\\_17-34-13.png](#)

[15.2 KB](#)

16:44

ok nws

16:44

will try again later

18 October 2021

N

17:16

Ningxin

hi team, trying to withdraw \$6.6mio to signet via the instant signet transfer, but looks like it is not processed yet

17:17

could u pls help?

17:22

Deleted Account

with you now

19 October 2021

k

12:49

k

In reply to [this message](#)

What is the best way to finish up the credit line pls?

B

12:51

Burg (Wont Dm you)

[@ztackett](#)

B

12:51

Burg (Wont Dm you)

K

Kyle 04.10.2021 13:20:12

[TACL - FTX BIG LOC- 240221.docx](#)

[52.3 KB](#)

B

12:51

Burg (Wont Dm you)

confirming this is the doc

k

13:17

k

Looks good from our side. Shall I PDF and sign?

20 October 2021

N

10:50

Ningxin

hi team, got a \$50mio deposit from SEN, could u pls help credit?

10:56

Deleted Account

credited

21 October 2021

N

09:01

Ningxin

hi team, another \$17.8mio deposit from SEN if you could help?

S

09:03

Stephen

credited

N

09:03

Ningxin

ty

22 October 2021

B

14:02

Burg (Wont Dm you)

[TACL - FTX BIG LOC- 22.10.docx](#)

[55.0 KB](#)

14:02

Okay please confirm the details

14:03

My understanding is we are good to go here - [@kyled1](#)

k

14:34

k

In reply to [this message](#)

Looks good, ready to sign. Will be by DocuSign?

B

14:41

Burg (Wont Dm you)

Happy for you to DocuSign this to us

14:41

Or just paper sign this version

k

14:44

k

[TACL - FTX BIG LOC- 22.10.pdf](#)

[326.2 KB](#)

14:44

Signed, thank you!

B

14:45

Burg (Wont Dm you)

Second page as well please

k

14:47

k

[TACL - FTX BIG LOC- 22-Oct-2021.pdf](#)

[440.7 KB](#)

25 October 2021

N

16:53

Ningxin

hi team, could u pls help with \$500k withdrawal to signet? have used up the \$10mio auto withdrawal limit

16:55

Deleted Account

moment

16:55

should be with you

N

16:56

Ningxin

thank you! @BeatriceChui

RS

20:18

Ryan Salame

someone with <https://yield.app> looking for an intro, you guys want me to connect anyone with them?

k

20:18

k

In reply to [this message](#)

Thank you Ryan, would be great to intro

26 October 2021

Z

10:21

Zane

Hello @kyled1, did you see the email regarding the update to how we will be charging interest on lines of credit?

In case you missed it:

[https://docs.google.com/document/d/1r5zmYD6B-HuFQQS4y9Cew\\_8ZoTVcnq0ByQEUSCMZNDI/edit](https://docs.google.com/document/d/1r5zmYD6B-HuFQQS4y9Cew_8ZoTVcnq0ByQEUSCMZNDI/edit)

Also this does mean that we'll need to settle up on the outstanding interest owed on the existing LOC

@burgio! will help with getting the number for outstanding interest owed for you and then you can settle with any stable (husd/usdc/usdp/busd/tusd) to this address:  
0xC0Ec4af53114B3128f95C5ef0c1AaCA9db77d753

k

10:24

k

In reply to [this message](#)

Haven't seen yet. Just requested access to that doc.

Z

10:24

Zane

try again please, just made it anyone with the link can view

k

10:25

k

works

10:33

In reply to [this message](#)

These terms work. When will the LOC be effective pls?

B

10:33

Burg (Wont Dm you)

I got the counter sign from Sam Last night

10:33

Will send that over shortly

10:33

Just a case of a dev printing it

k

10:33

k

Excellent

3 November 2021

N

20:46

Ningxin

hi team, could you pls help process \$2,451,224.45 deposit via SEN?

N

21:35

Ningxin

[@BeatriceChui](#)

21:35

[@terence\\_ch1](#) [@phiteven18](#)

21:36

Deleted Account

a moment

21:36

credited

N

21:37

Ningxin

thank you!

4 November 2021

N

09:27

Ningxin

hi team, another \$4.168mio deposit from SEN if you could help pls?

09:36

ty!

8 November 2021

N

17:31

Ningxin

hi team, could u pls help credit \$11.487mio from SEN? thank you

A

17:33

Anton

sec

17:34

credited

N

17:37

Ningxin

ty

9 November 2021

N

13:05

Ningxin

hi team, another \$8.624 deposit from SEN, could u pls help credit?

N

18:48

Ningxin

[image\\_2021-11-09\\_19-48-53.png](#)

22.5 KB

hi team, trying to withdraw 10mio USDT but been stuck for some time, could u pls advise ETA?

A

18:50

Anton

having some issues with erc20 w/ds

N

18:51  
Ningxin  
Oh  
18:51  
Pls let me know once fixed

A

18:51  
Anton  
should be back relatively soon  
18:51  
will do

N

18:51  
Ningxin  
Ok gotcha

A

19:39  
Anton  
these should be out now

N

20:04  
Ningxin  
the transaction hash cannot be found onchain tho

A

20:04  
Anton  
our devs are currently looking into this issue  
20:04  
transactions will be re--broadcasted shortly

N

20:31  
Ningxin  
ok pls keep us posted

A

20:37  
Anton  
should be ok now- pls confirm

N

20:39  
Ningxin  
still dont see them  
20:39  
<https://etherscan.io/tx/0xf65216099e442a885e713a45432eb5924a715b294e5b6ebcc7d580f47d3efb0a>  
20:39  
<https://etherscan.io/tx/0x45df3ca0986b4d1375904fdecbda1742600d5bea1ed73b92a06fe6124cd74227>

A

20:48  
Anton  
checking again

N

21:18  
Ningxin  
<https://etherscan.io/tx/0x0776267e253e492f900dda5cf544f382d4920b67c58f5eb8deb9d429899f1c0e>  
21:18  
and one more in addition to the above 2  
21:25  
actually are you able to cancel them?

A

21:31

Anton

unfort we won't be able to as it's already sent out. it looks like its a broadcasting issue. Apologies for the delay here

N

21:39

Ningxin

do you have an ETA on this?

A

21:49

Anton

Don't want to overpromise with an eta, but our devs are looking at it as we speak

12 November 2021

N

11:01

Ningxin

hi team, could u pls help credit \$23.17mio from SEN?

11:05

perfect ty

Lynn removed Lynn

15 November 2021

Zane invited willy (I won't message you first)

Zane invited Allison

Zane invited Leven Liu

Zane invited Cheryl.C

Zane invited Cheese

N

20:52

Ningxin

hi team, could u pls help process \$1.7mio to SEN?

20:53

Deleted Account

on it

20:58

USD sent

N

21:02

Ningxin

ty!

18 November 2021

N

10:34

Ningxin

hi team, could u pls help deposit \$50mio from SEN pls?

F

10:40

Fung

Thx

Burg (Wont Dm you) removed Burg (Wont Dm you)

N

18:58

Ningxin

hi team, another \$50mio deposit via SEN, could u pls help?

Anthony Yoon removed Anthony Yoon

N

19:00

Ningxin  
awesome, tx a lot  
22 November 2021

N

18:31  
Ningxin  
hi team, dumb q, as we pay interest on our negative balances, do we get paid on our positive balances in ftx?

A

18:37  
Allison  
In reply to [this message](#)  
Yes, negative balances for margin borrow, you will have to pay interest hourly for each coin <https://ftx.com/spot-margin/borrows>

if you are lending out coins, you can receive interest from borrowers  
<https://ftx.com/spot-margin/lending>

Z

22:25  
Zane  
In reply to [this message](#)  
just to be totally clear, no you do not.  
22:25

Negative balance means you're borrowing the negative amount.

22:26  
Positive balances don't necessarily mean you're getting interest as they may not be loaned out (they may be used as collateral, or for open orders, or just idle)  
22:27

if you want to earn interest on positive balances, you can of course lend them out.  
23 November 2021

N

07:11  
Ningxin  
thank you for clarification!

Z

07:55  
Zane  
my pleasure  
25 November 2021  
Allison invited Emma  
3 December 2021

C

15:36  
Cheryl.C  
FTX and FTX US will be down for around 10 minutes of scheduled maintenance starting at 22:30 UTC this Saturday December 4 (5:30 PM Saturday Bahamas time, 4:30 PM Saturday Chicago time, 6:30 AM Sunday Hong Kong time). All orders will be cancelled. Markets will be in post-only mode for one minute afterwards. Deposits and withdrawals will be disabled for five minutes before and after.

[https://twitter.com/sbf\\_ftx/status/1466681908025344001?s=21](https://twitter.com/sbf_ftx/status/1466681908025344001?s=21)  
5 December 2021

C

06:03  
Cheryl.C

C

Cheryl.C 05.12.2021 06:00:22  
Please note system upgrade completed  
6 December 2021

N

11:07  
Ningxin  
hi team, could u pls help with \$100mio withdrawal to SEN?  
11:10

awesome, ty!  
7 December 2021

N

17:50  
Ningxin  
hi team, could u pls help withdraw \$96mio to SEN?

A

17:58  
Anton  
sec  
18:05  
done

N

18:06  
Ningxin  
ty!  
16 December 2021  
Leven Liu invited Nick  
21 December 2021

N

08:16  
Ningxin  
hi team, we have some GBTC shares in our brokerage account, could u pls share how we could transfer it over to our FTX account?

Z

14:46  
Zane  
umm, let me double on this. think there's two options, one of which is to sell it, and buy it back at cm-equity (which i get is not ideal) and they'll give you an spl token for them which you can have credited on ftx  
14:46  
and there's another option...  
14:46  
but i can't remember the details  
14:46  
one sec  
22 December 2021

Z

01:01  
Zane  
do you have an IB account by chance? can transfer the gbtc to Cm-equity through that and then have them credited to fix.  
23 December 2021

N

16:09  
Ningxin  
In reply to [this message](#)  
ok noted, ty

N

17:25  
Ningxin  
hi team, separate question, we sent an email to compliance asking to disable the feature of withdrawal only to whitelisted addresses, could you pls help check?

Z

17:30  
Zane  
sure, can you forward to [nmm@ftx.com](mailto:nmm@ftx.com) and we'll take a look.

N

17:49  
Ningxin  
fwded

N

20:25

Ningxin

hi team, got a \$50mio deposit via SEN, could u pls help?

20:29

[@anton\\_cs](#) [@terence\\_ch1](#) [@BeatriceChui](#)

20:34

[@ztackett](#)

20:35

actually got 2 more \$50mio deposit

20:35

1 sec

20:36

initiated and sent

20:38

see \$100mio completed as of now, initiating 1 more

20:40

hmm sry i tried too many times, and only allow me to try a gain in 15min

20:54

hi [@terence\\_ch1](#) sry delay, the last \$50mio initiated

20:55

and fund has been sent alr

T

20:55

Terence

all good

20:55

with you now

N

20:55

Ningxin

tyvm, happy holidays!

24 December 2021

N

10:13

Ningxin

In reply to [this message](#)

hi team, any update on this pls?

A

10:53

Allison

In reply to [this message](#)

Hi Ningxin, checking on this, will get back to you asap.

A

12:43

Allison

In reply to [this message](#)

Please check the email reply, need a picture of you holding your ID and a handwritten note that says "FTX Whitelisting Removal" and has the current date written on it.

N

12:57

Ningxin

Noted will do

Ryan Salame removed Agnes zh

27 December 2021

N

21:18

Ningxin

hi team, got another \$50mio deposit via SEN, could u pls help?

A

21:18

Anton

yep

21:19

did you raise a ticket?

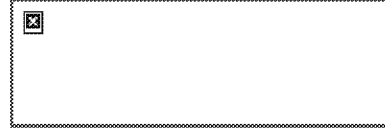
N

21:19

Ningxin

yes

21:19



A

21:19

Anton

moment here

21:24

all done

N

21:24

Ningxin

tyvm!

A

21:24

Anton

np!

28 December 2021

N

15:21

Ningxin

hi team, got 2 usd withdrawals stuck, could u pls help?

15:22



A

15:39

Anton

will take a look

N

15:46

Ningxin

these are to our signet

15:49

Deleted Account

20mm USD is with you now

N

15:56

Ningxin

ty

29 December 2021

N

15:48

Ningxin

hi team, could u pls help with another \$20mio withdrawal to signet?

15:58

Deleted Account  
moment

16:11

USD sent

N

16:12

Ningxin  
ty!

30 December 2021

N

15:00

Ningxin

hi team, \$20mio withdrawal to signet requested, could u pls help?

Zane invited Deleted Account

Zane invited Deleted Account

Zane invited E Lee

Z

15:01

Zane

@BeatriceChui @ellizlee

15:04

Deleted Account

apologies for the delay. We are working on it now

N

15:04

Ningxin

nws

15:08

Deleted Account

USD is with you

N

15:09

Ningxin

ty!

Z

16:10

Zane

also added a few more from the settlements team to help with this

1 January 2022

N

14:32

Ningxin

hi team, who would be a good contact regarding ftx listing?

A

14:36

Anton

Hey, feel free to shoot your question(s) here but I think @ztackett can help with specifics

N

16:13

Ningxin

thank you!

16:13  
happy new year!

A

16:15  
Anton  
Happy New Year!  
Leven Liu invited Z

Z

22:31

Z

In reply to [this message](#)  
Hey @Ningxin TAC I'm from the listing and great to connect  
3 January 2022

N

17:27  
Ningxin  
hi team, could u pls help with \$15.5mio signet withdrawal?

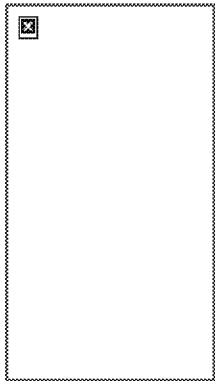
A

17:27  
Anton  
sure  
17:33  
all done  
4 January 2022

N

21:39  
Ningxin  
hi team, we have trouble placing buy order of USD spot pairs via API, our account is in USD deficit atm, but we still have free collateral of \$19mio, previously we were able to buy BTCUSD for example (which borrows USD automatically), could u pls advise?

21:39



Z

21:42  
Zane  
you need to turn on the margin toggle  
21:42  
as this trade would result in a margin borrow

N

21:43  
Ningxin  
yeah i can toggle this when trading via UI  
21:43  
but how about via API?

Z

21:43  
Zane  
api shouldn't need it, should do it automatically

21:43

if you're seeing issues, please share the api response and we can look into it

N

21:46

Ningxin

ok sec

5 January 2022

N

09:32

Ningxin



hi team, could u pls advise on the collateral weight of GBTC & ETHE?

09:32



09:36

is it as below?

For positive balances, collateral = size \* price \* min(weight,  $1.1 / (1 + \text{imf factor} * \text{sqrt}(\text{size}))$ )

09:38

In reply to [this message](#)

Photo

774x77

this is the error msg we got

LL

09:41

Leven Liu

hi, all the free collateral you're having now is LoC, it can be used as collateral for spot margin trading, but not for spot trading itself, that's why you're getting the error

N

09:41

Ningxin

ok i see

Z

09:43

Zane

In reply to [this message](#)

Yes it is

09:44

IMF comes into play when factoring in large sizes of relatively illiquid coins

N

09:44

Ningxin

ok got it now

09:46

In reply to [this message](#)

how can i see if the free collateral is LoC or not?

09:49

is there an easy way to see it?

Z

10:02

Zane

In reply to [this message](#)

You're trying to buy ethe [@Ningxin\\_TAC](#) or sell ethe?

N

10:02  
Ningxin  
was trying to buy

Z

10:03  
Zane  
In reply to [this message](#)  
Can you screenshot this entire page for me? Can dm if you'd like  
10:03  
Sorry, on mobile now so can't check our admin panel

N

10:09  
Ningxin  
separate question, could u pls help process 2.62mio usd to SEN?

Z

10:12  
Zane  
[@BeatriceChui](#) [@ellizlee](#) [@Chade7](#)  
Zane invited Deleted Account

Z

10:12  
Zane  
[@terence\\_chl](#) [@RoshanDaswani](#)

10:14  
Deleted Account  
Moment  
10:21  
Usd sent

10:22  
Deleted Account  
[kyle@threearrowscap.com](#)  
Deleted pinned [this message](#)

Z

10:28  
Zane  
and are you only seeing this on ETHE [@Ningxin\\_TAC](#), or any other pairs?

N

10:28  
Ningxin  
all the pairs

LL

10:42  
Leven Liu  
In reply to [this message](#)  
seems this isnt the case, we're still digging and will get back to you later

Z

10:42  
Zane  
Ok, let me dig into this.  
Ailant ~ removed Ailant ~  
8 January 2022

N

06:42  
Ningxin  
hi team, \$25.643mio deposit via signet looks stuck, could u pls help?

06:44  
Deleted Account  
moment

N

09:03  
Ningxin  
Hi still not credited, could u pls check again?

09:12  
Deleted Account  
shd be good now  
12 January 2022

N

07:33  
Ningxin  
hi team, could u pls check a \$20mio deposit via signet? its not processed automatically

C

07:34  
Cheryl.C  
will keep an eye on it

N

07:35  
Ningxin  
it is sent from our side alr, could u pls help credit it?

C

07:36  
Cheryl.C  
will let you know once it done  
07:36  
pinged settlement team

N

07:36  
Ningxin  
ty

C

07:37  
Cheryl.C  
np

08:19  
Deleted Account  
On it  
08:23  
Credited

C

08:24  
Cheryl.C  
thanks Beatrice~

N

08:34  
Ningxin  
thank you  
15 January 2022

N

09:56

Ningxin

hi team, got another \$24.126mio deposit via signet stuck, i thought it shud be processed automatically?

S

10:00

Stephen

i believe its not automatic if the deposit value is over 20mm usd

10:00

should be credited in a moment

N

10:00

Ningxin

i see

20 January 2022

Zane changed group title to «Three Arrows \* FTX»

Zane invited FTX VIP Bot

Z

03:03

Zane

/clear

F

06:17

FTX VIP Bot

As you probably know, for the past couple months we've been working on increasing the matching engine throughput and stability improvements. I'm happy to share that we recently completed the latest batch of upgrades are seeing some promising results.

- The upgrades greatly reduce fill reporting and position/balance updating latency. They should also decrease tail case latency and reduce the frequency of 503 rejections during busy periods.

- We rewrote some auxiliary systems which further decreased database load, thereby increasing capacity during busy times by up to 10%

- Lastly, we rolled out some changes that will reduce order placement latency by around 10ms.

We are also making some adjustments to our rate limits. Please see [this document](#) for more information. As always, please feel free to share any feedback you may have.

21 January 2022

F

00:58

FTX VIP Bot

After considering the feedback we've received from our VIPs and MMs, we're adjusting the per-market large size thresholds to be more responsive to actual volume on FTX.

The new thresholds are now published on <https://ftx.com/api/markets> under largeOrderSizeThreshold. These are, approximately, min(5k, max(500, 0.005% of daily volume for that underlying)) . "Underlying" here means either the underlying of the future, or base currency of the spot market

A more human-readable breakdown:

1000

ALT, BADGER, ENJ, ETC, FIL, ICP, KNC, OMG, SRM, VET, XLM, XTZ, ZEC

1500

BCH, FLOW, MANA, SCRT, SPELL, STX, SXP, TRX

2000

AAVE, ALGO, AXS, GALA, SUSHI, THETA, YFI

2500

CREAM, CRV, DYDX, EOS, ONE

3500

LRC, SAND

5000

ADA, ATOM, AVAX, BNB, BTC, DOGE, DOT, ETH, FTM, FTT, LINK, LOOKS, LTC, LUNA, MATIC, NEAR, SOL, USDT, XRP

500

Everything else

We may update these occasionally to reflect changes in volumes -- say once per week or so, but we're curious what you'd be comfortable with.

We're happy to roll this out on Wednesday instead of Friday.

Let us know what you think!

23 January 2022

N

09:25

Ningxin

hi team, i see STETH withdrawal is disabled atm, may i know when its available?

Z

09:43

Zane

Let me ask for you

25 January 2022

N

09:48

Ningxin

hi team, could u pls help with \$15mio withdrawal to signet?

09:58

Deleted Account

Moment

10:06

Usd sent

Deleted invited Katy F and Cody

26 January 2022

N

07:12

Ningxin

hi team, got a SEN deposit of \$8,967,690, could u pls help credit? ty

Z

07:12

Zane

hello

07:13

have you linked your SEN account on the website? like [fix.com/wallet](https://fix.com/wallet) -> deposit usd-> link SEN account

07:13

this will allow for automated deposits/withdrawals

N

07:13

Ningxin

nice will set up now

07:17

done

07:17

so this deposit will reflect soon?

07:17

Deleted Account

credited!

N

07:17

Ningxin

cool ty!

Deleted invited Deleted Account

Deleted invited Deleted Account

Handi YANG removed Handi YANG

N

15:01

Ningxin

hi team, could u pls help with \$11.6mio signet withdrawal?

KF

15:02

Katy F

MOMENT

15:06

USD11.6M was sent out. Thz

N

15:06

Ningxin

ty

27 January 2022

F

00:33

FTX VIP Bot

Please be aware that the aforementioned rate limit changes will be going live in 30 minutes at 1pm ET. Details of this change can be read here:

<https://help.ftx.com/hc/en-us/articles/360052595091-Ratelimits-on-FTX>

Please note the change to rate limits on small orders, plus the increased limits on large orders. If you have any questions, please let us know.

N

12:43

Ningxin

hi team, we got \$400k sen deposit this morning, but its not processed automatically

12:43

could u pls help check?

C

12:44

Cody

moment

12:54

Deleted Account

400k sen deposit credited manually.

N

12:54

Ningxin

ty

12:54

just checking how we could do this automatically?

F

12:55

FTX VIP Bot

We just published our 2021 End of Year Review, it was quite the interesting year for crypto and FTX in particular, so there was a lot to cover as you'll see. In the post we provide some insight into what we were able to accomplish in the past year; some metrics to highlight our growth; features and improvements we rolled out on the product side; a broad overview of the immense work we did in our first year of actively marketing FTX, from commercials to winning the naming rights for FTX Arena and much more. We also share some of what we'll be focusing on moving forward

Would love to hear your feedback on what we can do to improve in 2022!

<https://blog.ftx.com/blog/end-of-year-2021/>

12:58

Deleted Account

Since the SEN Link will connect to our new SEN account on FTX Digital Market Limited. The SEN connection need to apply at Silvergate again. You will receive the SEN connection form from Silvergate soon. The process may take a few days. Will inform you when all set.

N

12:58  
Ningxin  
gotcha  
12:58  
ty

12:58  
Deleted Account  
welcome  
1 February 2022

F

04:59  
FTX VIP Bot

We just rolled out an update to FTT staking that allows for stacking the maker rebates received from the MM program and FTT staking. To-date, maker rebates from staking FTT only benefitted those that weren't already getting rebates from being in the MM tiers. With this rollout, you'll receive the MM rebate, in addition to whatever rebate you would have from staking FTT, up to the maximum rebate allowed of -1bps.

Example:

MM1 (-0.25bps rebate), with 1,000 FTT staked (-0.1bps) would now receive -0.35bps rebate on maker trades.

If you have any questions about FTT staking or FTT in general, don't hesitate to let us know. And we're always looking for more ways to drive value to FTT holders/stakers, if you have any ideas please share!

2 February 2022

N

12:34  
Ningxin  
hi team, could u pls help with 4.415mio SEN withdrawal pls

LL

13:07  
Leven Liu  
[@BeatriceChui](#) [@ellizlee](#) [@RoshanDaswani](#)

13:14  
Deleted Account  
on it  
13:27  
USD sent  
7 February 2022

N

17:34  
Ningxin  
hi team, could u pls help with \$2,000,200 signet withdrawal pls?

17:34  
Deleted Account  
on it  
17:38  
USD sent

N

17:44  
Ningxin  
ty!  
8 February 2022  
willy (I won't message you first) removed willy (I won't message you first)

N

15:10  
Ningxin  
hi team, could u pls help with \$23mio signet withdrawal?

KF

15:13  
Katy F  
moment  
15:14  
Sent

N

15:14  
Ningxin  
ty  
9 February 2022

F

14:28  
Fung  
Hi team, could u help with \$27M Signet withdrawal pls

KF

14:28  
Katy F  
moment  
14:31  
Sent  
10 February 2022

N

15:08  
Ningxin  
hi team, requesting a \$57mio signet withdrawal, could u pls help?

KF

15:08  
Katy F  
moment  
15:11  
Sent

N

15:15  
Ningxin  
ty!  
11 February 2022

N

15:00  
Ningxin  
hi team, another \$40mio signet withdrawal requested, could u pls help?

15:04  
Deleted Account  
on it  
14 February 2022

N

14:27  
Ningxin  
hi afternoon, could u pls help with another \$50mio withdrawal to signet?

KF

14:27  
Katy F  
moment  
14:29  
Sent  
15 February 2022

N

14:30

Ningxin

hi team, \$32.4mio signet withdrawal requested

KF

14:32

Katy F

moment

14:34

Sent

N

14:34

Ningxin

great ty!

16 February 2022

N

14:45

Ningxin

hi team, could u pls help with \$46.9mio signet withdrawal?

KF

14:45

Katy F

moment

KF

15:01

Katy F

Sent

N

15:18

Ningxin

ty

17 February 2022

N

14:58

Ningxin

hi team, \$16.1mio signet withdrawal for today if you could help? ty!

KF

14:59

Katy F

moment

15:01

Sent

18 February 2022

N

07:03

Ningxin

hi team, could u pls help with 2 SEN deposits, \$99,999,999 & \$99,999,998?

C

07:03

Cody

moment

07:09

could you please also register 99999998 one?

N

07:09

Ningxin

ah right

07:09

sec

07:09

done

C

07:26

Cody

both credited

N

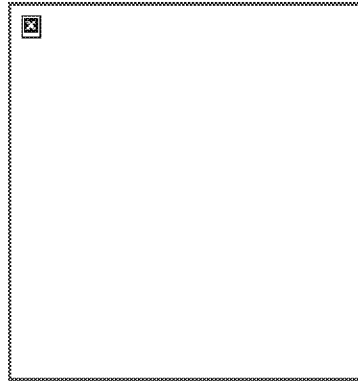
07:36

Ningxin

tx a lot!

12:03

Deleted Account



Hi Three Arrows Team, the SEN link is all set now. You can deposit to our new SEN account FTX Digital Market Ltd \*2564 and register you deposit through "Deposit via SEN". The deposits can auto-credit.

12:04

<https://help.ftx.com/ftx/en-us/articles/360042472631-Depositing-Withdrawing-USD>

N

12:31

Ningxin

Nice ty!

12:31

Is there a limit?

12:36

Deleted Account

USD 10mm/ day for withdrawals on automation. If more, we can go through manual flow.

12:38

USD 10mm per transaction for deposit on automation. system requires review on large deposit. you can ping us here

N

12:43

Ningxin

got it

N

15:24

Ningxin

hi team, could u pls help with \$36mio signet withdrawal for today?

15:25

Deleted Account

sure, moment pls

15:27

USD sent

N

15:33

Ningxin

showing "processing", and usd not arrived yet, i guess will be anytime?

15:42

Deleted Account

@Ningxin\_TAC Sorry that it sent to the SEN account \*8250.

15:43

do you want to send to signet account? if yes, can you return the amount to our sen account and we will resend it

N

15:46

Ningxin

I see, ok will send back

15:49

SEN't

15:49

pls send to our signet account ty

15:50

Deleted Account

moment

15:55

sent, apologies for the inconvenience caused.

N

15:56

Ningxin

confirmed, ty

N

20:46

Ningxin

hi team, could u pls help with \$75mio SEN withdrawal? sry for the trouble

20:58

Deleted Account

moment

21:00

sent

N

21:04

Ningxin

tyvm!

21:04

Deleted Account

welcome

21 February 2022

N

07:31

Ningxin

hi team, could u pls help with \$33mio SEN withdrawal?

LN

07:33

Lena Ngoy

moment here

07:35

did you use the "Withdraw via SEN" option?

N

07:35

Ningxin  
i didnt

LN

07:36

Lena Ngoy  
ah, can you requeue using that function?

N

07:36

Ningxin  
used the saved template

LN

07:47

Lena Ngoy  
please use the SEN function!

N

07:48

Ningxin  
it doesnt let me enter 33mio tho  
07:48  
will reject with "no more than 10mm per user per day"

LN

07:48

Lena Ngoy  
ah, gotcha

N

08:05

Ningxin  
pls lmk once done, ty

C

08:10

Cody  
moment

08:11

sent  
24 February 2022

N

12:00

Ningxin  
hi team, could u pls help with \$17.757mio SEN withdrawal?

KF

12:02

Katy F  
moment

12:03

sent

N

12:09

Ningxin  
ty  
1 March 2022

F

12:15

FTX VIP Bot  
Hello 🖐

We wanted to share some updates from the past couple weeks. Please see the google doc for more information on the below topics:

Telegram Announcement Channel  
 Update to ordering on small order placement for API rate limits  
 USDC support on AVAX  
 LUNA and ATOM listing  
 API Errors Documentation  
 API key labeling  
 FIX Fee reporting  
 API Rate limit page  
 Cap on BTC/ETH/USD spot margin interest rates  
 Coachella / Ultra Tickets

<https://docs.google.com/document/d/1JwDzLBUWQ3wWNufPWyn14q6e5F8yz5FEgK2Abg3Y8j8/edit>

2 March 2022

Allison invited Hang

Allison invited Michael S

5 March 2022

N

09:33

Ningxin

hi team, could u pls help with \$49mio SEN withdrawal?

KF

09:38

Katy F

moment

09:39

USD sent

N

09:40

Ningxin

ty

8 March 2022

F

08:02

FTX VIP Bot

Hello 🐼

We would like to thank you for your continued support of FTX and helping us grow to where we are today. As FTX is ultimately a platform built to service our clients' needs, we wanted to send around a [questionnaire](#) to collect some feedback from our VIPs and see what we're doing right, where we need to improve, and help ensure that our priorities are aligned with what our most important clients want to see us working on.

If you could please take a minute to fill out [this questionnaire](#) when you have a chance it would be much appreciated. The responses we collect here will have a direct impact on our priorities moving forward, so it benefits both of us to hear from you!

For clients with multiple teams, or anyone with multiple people interested in sharing feedback, you're not limited to one response per firm so please feel free to have multiple people on your team submit a response.

If you have any questions or if there's any feedback you'd rather not share in the form, feel free to ping us here in the chat or dm your account manager.

Link to questionnaire: <https://forms.gle/z9jddcGS2RtsvSBB8>

9 March 2022

F

07:15

FTX VIP Bot

We're only 2 days into the week, so a bit early for our weekly update, but there's some major updates that i'm sure you'll be happy to hear:

- **Increased rate limits:** Rate limits were increased by 20% across the board.
- **Decreased MM3 Requirement:** The requirement for MM3 was reduced from 2.5% of overall exchange volume in maker flow to 1.5%, that is now live.
- **Increase of CLP order limit:** CLP now allows for 40 orders to be risk checked at once, up from 20 previously. If you're not on CLP and would like to be, please let us know!
- **Native UST support on Terra**
- **Ongoing Announcements Doc:** We'll continue to update this document with updates on a weekly basis. Moving forward, you'll be able to come back to this

doc at any point and see the latest updates.

- Please don't forget to fill out the questionnaire!

Full announcement: <https://docs.google.com/document/d/11wDzLBUWQ3wWNufPWyn14q6o5F8yz5FEgK2Abg3Y8j8/edit>

11 March 2022

N

08:32

Ningxin

hi team, could u pls help with a \$15mio credit via signet? it was not processed automatically

C

08:35

Cody

on it

08:42

did you register it with amount 15011000?

N

08:43

Ningxin



no i cancelled that one

C

08:45

Cody

did you raise a SEN one for 15mio?

N

08:45

Ningxin

oh i thought i did Signet

08:45

so shall i cancel that, and raise another signet one?

C

08:46

Cody

i saw the funds in signet a/c.

N

08:46

Ningxin

yeah the fund is sent via signet

08:49

In reply to this message

so to confirm, i can do this?

C

08:51

Cody

seems there's issues in creating deposit slip as i only see a 15mio one for SEN.

N

08:51

Ningxin

ok

C

08:55

Cody

it has been credited

N

08:55  
Ningxin  
ty!  
17 March 2022

F

14:03  
Fung  
hi team, could u pls help with \$5,001,000 SEN withdrawal?

KF

14:06  
Katy F  
Photo  
1206x133  
Hi, may I confirm that is it a SEN withdrawal? Thanks.

F

14:07  
Fung  
\*sry Signet withdrawal

KF

14:07  
Katy F  
OK. Moment  
14:10  
Sent

F

14:10  
Fung  
Thx

N

21:25  
Ningxin  
hi team, could u pls help with another \$5mio signet withdrawal pls?

21:29  
Deleted Account  
on it  
21:32  
sent

N

21:41  
Ningxin  
hi @BeatriceChui , sry for trouble, could u pls help with another \$4mio signet withdrawal? will combine them together for future

21:43  
Deleted Account  
moment  
21:46  
done

N

21:47  
Ningxin  
thank you very much!

F

22:23  
Fung  
hi team, could u pls help with another \$6M signet withdrawal pls? Should be last one for tonight thx!

22:23

Deleted Account

one moment

22:30

Your \$6m is withdrawal is now completed

F

22:31

Fung

thanks again!

22:31

Deleted Account

you're welcome

22 March 2022

F

06:24

FTX VIP Bot

Hello 🙋

Time for our weekly updates.

Week of March 21st:

- **LUNA and ATOM now accepted as collateral and enabled for spot margin**

- **Client order id added to WS fills channel**

- **Listed Apecoin (APE) Convex (CVX), Anchor (ANC), and STEPn (GMT)**

- **Historic tick-level orderbook snapshots now available upon request**

- **New dated futures have been listed:** Going forward, new quarterly futures will be listed on the third to the last Friday each quarter (one week before expiry of the existing quarterly).

- **Tomorrowland tickets:** We recently announced our partnership with Tomorrowland. If you're interested in attending this summer in Belgium please let us know!

Full announcement can be found here: <https://docs.google.com/document/d/11wDzLBUWQ3wWNufPWyn14q6oSF8yz5FEgK2Abg3Y8j8/edit>

N

21:49

Ningxin

hi team, got 3 deposits pending for some time, could you pls help?

\$9mio deposit via signet

\$9.994mio deposit via sen

\$3.0209mio deposit via sen

21:50

those shud be credited automatically, but been pending for some time

21:52

Deleted Account

all credited

N

21:53

Ningxin

the \$9mio via signet still shows "initiated"

21:57

@BeatriceChui

21:57

Deleted Account

done

N

21:57

Ningxin

tyvm

28 March 2022

N

20:57

Ningxin

hi team, got 2 SEN deposits stuck, \$9.999mio & \$9.998mio, could u pls help?

Z

21:00

Zane

hey guys, just checked your account and noticed you're way above the collateralization requirement for the LOC. I remember when burg was discussing with you that we offered a lower interest rate for higher collateralization and you took the higher interest rate for lower collateralization.

21:00

Since you're keeping a fair bit more collateral, wanted to revisit this and see if you'd be up to repaper the agreement with higher collateralization ratio and lower interest rate

21:13

Deleted Account

In reply to [this message](#)

both credited

29 March 2022

N

05:29

Ningxin

In reply to [this message](#)

Hi, may I have the details of the higher collat and interest numbers? Happy to take a look

Z

05:30

Zane

i believe we offered you 200% collateral at 5%

05:30

and you're at 125% and 8%

N

08:43

Ningxin

just checking how flexible for us to go back to 125% in the future if we change to 200% collat now?

Z

08:52

Zane

Easy.

08:52

Just tell us you want to go back and I'll update the interest and agreement

08:53

I mean you don't have to change. Just noticed you have way more capital in your account than needed as collateral so thought I'd see if you want the lower interest rate of a higher collateralized loc

N

08:54

Ningxin

nice! yeah sure we like to change to 200% collat with 5% interest for now

Z

08:55

Zane

[@allisonmx](#) can you update the docs please

A

09:30

Allison

In reply to [this message](#)

will do later today

N

21:11

Ningxin

hi team, looks like another \$9.997mio SEN deposit got stuck, could u pls help?

21:13  
Deleted Account  
one moment

FL

21:18  
E Lee  
Credited  
30 March 2022

N

08:53  
Ningxin  
hi team, could u pls help with these 3 SEN deposits? thank you  
08:53



C

08:57  
Cody  
on it  
09:00  
credited

N

09:00  
Ningxin  
ty

A

13:12  
Allison

In reply to this message

Hi @Ningxin\_TAC please check the update LOC contract, 200% collateral with 5% interest, sign back to us and we will make the interest rate adjustment

13:12

Three Arrows FTX Line of Credit Agreement 20220330.docx.pdf

110.0 KB

N

15:56  
Ningxin  
In reply to this message  
looks good, do you have docusign or any equivalent to send to Kyle for signing?

A

19:05  
Allison

In reply to this message

Sure, [kyle@threearrowscap.com](mailto:kyle@threearrowscap.com) this is Kyle's email right, will send soon

F

19:09  
Fung  
In reply to this message  
Yes, thanks  
31 March 2022

Z

01:42  
Zane  
sent

N

08:42

Ningxin  
signed

Z

10:18  
Zane  
interest rate has been updated to 5%

N

10:18  
Ningxin  
tyvm

Z

10:21  
Zane  
[Three Arrows FTX Line of Credit Agreement 20220330.docx \(1\).pdf](#)  
252.4 KB

10:21  
completed doc for reference  
2 April 2022

F

10:01  
FTX VIP Bot  
Hello Again 🍷

Time for our weekly round up:

**Tradingview Integration:** You can now trade on FTX from your [TradingView.com](#) account.

**Cryptobahamas:** Our conference in the Bahamas is less than a month away. For more information and to register, please go to [cryptobahamas.com](#)

**F1 Miami:** F1 is having its inaugural race in Miami and we're planning quite the weekend around it. If you're interested in joining us for this weekend of festivities, please fill out [this form](#).

**BTC Miami:** DM Zane if you're interested in grabbing a beer while in Miami (we're not hosting any events this time around, so a beer will have to suffice).

**Full announcement here:**

<https://docs.google.com/document/d/11wDzLBUWQ3wWNufPWyn14q6o5F8yz5FEGK2Abg3Y8j8/edit>  
7 April 2022

N

15:20  
Ningxin  
hi team, could u pls help with \$20mio signet withdrawal?

KF

15:22  
Katy F  
moment  
15:24  
USD sent  
8 April 2022

N

14:46  
Ningxin  
hi team, could u pls help with another \$19mio signet withdrawal?

C

14:47  
Cody  
on it  
14:53  
usd sent

N

15:02  
Ningxin  
ty  
11 April 2022

N

14:47  
Ningxin  
hi team, another \$19mio signet withdrawal pls?

KF

14:49  
Katy F  
moment  
14:52  
USD Sent  
12 April 2022

N

14:56  
Ningxin  
hi, could u pls help with \$16mio signet withdrawal?

KF

14:57  
Katy F  
moment  
14:59  
Sent  
13 April 2022

N

08:36  
Ningxin  
hi team, could u pls help with \$12mio SEN withdrawal?

KF

08:38  
Katy F  
moment

KF

08:55  
Katy F  
Sent

N

08:57  
Ningxin  
tx a lot

N

16:01  
Ningxin  
hi, requesting another \$20mio signet withdrawal

KF

16:02  
Katy F  
moment  
16:04  
Sent  
18 April 2022

N

14:09  
Ningxin  
hi team, could u pls help with \$21mio signet withdrawal?

KF

14:10  
Katy F  
MOMENT  
14:14  
USD Sent

N

21:04  
Ningxin  
hi team, may i trouble you to help with another \$90mio SEN withdrawal pls?

EL

21:07  
E Lee  
Moment

N

21:09  
Ningxin  
actually requested another \$100mio to SEN, as i have you here, shud be the last one today

N

21:34  
Ningxin  
pls let us know once done, ty  
Leven Liu invited Richard Chang

EL

22:07  
E Lee  
Both processed and now pending approval  
Apologies for the delay  
22:20  
Both approved and sent out  
25 April 2022

N

14:40  
Ningxin  
hi team, could u pls help with \$50mio deposit via SEN?  
14:40  
and another clip of \$49mio pls

C

14:42  
Cody  
moment  
14:44  
credited

N

14:44  
Ningxin  
nice ty  
3 May 2022

N

15:01  
Ningxin  
hi team, could u pls help with \$20mio withdrawal to signet pls?

KF

15:03  
Katy F  
moment  
15:05

Sent

N

15:05  
Ningxin  
ty!  
5 May 2022

N

12:44  
Ningxin  
hi team, got a \$10mio signet withdrawal stuck somehow

KF

13:02  
Katy F  
on it  
13:08  
Sent  
6 May 2022

N

07:56  
Ningxin  
hi team, could u help with \$29mio SEN withdrawal pls?

C

08:11  
Cody  
sent

N

08:12  
Ningxin  
thank you  
9 May 2022

N

14:25  
Ningxin  
hi team, could u pls help with \$30mio signet withdrawal?

KF

14:27  
Katy F  
moment  
14:32  
Sent

N

14:33  
Ningxin  
ty!  
10 May 2022

N

07:50  
Ningxin  
hi team, could u pls help with \$61mio sen withdrawal?

C

07:54  
Cody  
on it  
07:58  
sent

N

07:59  
Ningxin  
tx a lot  
11 May 2022

RS

16:29  
Ryan Salame  
Hey guys, could we get a name / address / phone number / email for a 3rd year FTX anniversary gift we'll be sending out within the next two months!  
12 May 2022

F

01:12  
FTX VIP Bot  
Due to market conditions, the collateral requirements for LUNA and UST have been increased by 2x. This only affects initial collateral requirements, not maintenance (only affects your ability to open positions, not get liquidated).

For UST and LUNA futures positions, their initial margin requirement is:  
 $\max\{\text{IMF of your account}, \text{IMF factor} * \sqrt{\text{position open size in tokens}} * 2$

For UST and LUNA spot borrows (negative balances), their initial margin requirement is:  
 $\max\{1.1/W - 1, \text{spot margin IMF factor} * \sqrt{\text{borrow size in tokens}}, \text{IMF of your account}\} * 2$

Furthermore, we have reduced the collateral contribution for LUNA and UST, they now have the following haircut:  
LUNA: 0.76154 with spot margin turned on, 0.6925925 with spot margin off  
UST: 0.6925925 with spot margin turned on, 0.628571 with spot margin off

If you have any questions, don't hesitate to reach out and let us know.

N

13:10  
Ningxin  
hi team, got a few withdrawals stuck  
13:10  
BTC & USDT

Z

13:16  
Zane  
screenshot pls

N

13:16  
Ningxin



Z

14:22  
Zane  
out

N

14:23  
Ningxin

ty

14:23



but got new ones for your help pls

LL

14:25  
Leven Liu  
raised

F

14:44

FTX VIP Bot

Due to the recent price action, we will be modifying the price increment for both LUNA-PERP and LUNA/USD to 0.00005. You can see that reflected here in a moment (spot has been updated, futures should be here shortly): <https://ftx.com/api/markets>

Please let us know if you have any feedback or questions.

N

15:05

Ningxin

In reply to [this message](#)  
any ETA pls?

Z

15:05

Zane

>will prioritize to process once we see them thanks

15:05

that's what we have

15:11

they're on their way

N

15:11

Ningxin

see them, ty!

N

17:12

Ningxin



pls also help with these, ty!

LL

17:14

Leven Liu

Sure

LL

17:52

Leven Liu

Should be out

F

17:52

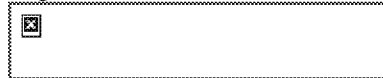
Fung

ty

N

20:37

Ningxin



would need your help with one more withdrawal pls

LL

20:55

Leven Liu

Pinged

LL

21:17

Leven Liu

Processing

21:20

Done

F

22:30

FTX VIP Bot

Due to the recent price action, we will be modifying the price increment for both LUNA-PERP and LUNA/USD to 0.000005. You can see that reflected here in a moment <https://ftx.com/api/markets>

Please let us know if you have any feedback or questions.

F

23:57

FTX VIP Bot

Please note: we're no longer going to credit UST and LUNA erc20 deposits now.

13 May 2022

F

00:26

FTX VIP Bot

Price bands have been made more lenient for LUNA and UST. Take the 10% and 5% and make them 50% and 20%. Same applies to some tokenized stock futures: AMC, GME, BB, NOK, WSB.

<https://help.ftx.com/hc/en-us/articles/360027946651-Order-Limits-and-Price-Bands>

F

00:49

FTX VIP Bot

We are adding the following markets to our NEAR index: ftx NEAR/USD, ftx NEAR/USDT, and the following to our LUNA index: ftx LUNA/USD, ftx LUNA/USDT.

These changes will hit at the turn of the hour (May 12 18:00:00 UTC), so won't effect current funding rates.

00:54

We are adding the following markets to our LUNA index: **FTX LUNA/USD, FTX LUNA/USDT**, and the following markets to our NEAR index: **FTX NEAR/USD, FTX NEAR/USDT**.

**The LUNA index will now be as follows:**

- \* Binance BTC
- \* Binance USDT
- \* Huobi USDT
- \* FTX USD
- \* FTX USDT

**NEAR index:**

- \* Binance USDT
- \* Huobi USDT
- \* FTX USD
- \* FTX USDT

These changes will hit at the turn of the hour (**May 12 18:00:00 UTC**), as to not affect current funding rates. Apologies for the duplicate messages, just trying to add more info.

F

02:19

FTX VIP Bot

LUNA and UST deposits are now live on Terra and ERC20, we're working on re-enabling withdrawals and hope to have them up and running soon. Please be aware that delays on crediting/processing are to be expected and changes to the state of the network may introduce additional delays to processing times and re-enabling withdrawals. If anything changes we'll be sure to notify you

F

03:25

FTX VIP Bot

Update: UST and LUNA withdrawals have been re-enabled on both Terra and ERC20.

F

06:30

FTX VIP Bot

Due to the recent price action, LUNA imf factor and spot margin imf factor are decreased to 0.0001.

LUNA positions still require 2x collateral for opening (but not liquidation).

Additionally, we will be modifying the price increment for both LUNA-PERP and LUNA/USD to 0.00000025

F

09:38

FTX VIP Bot

UPDATE: Due to the recent price action, we will be modifying the price increment for both LUNA-PERP and LUNA/USD to 0.00000001. It will take effect in next few minutes.

Deleted removed Deleted Account

N

20:21

Ningxin

Photo

1280x100

20:21

hi team, could u pls help with these 2 wtidhrwals?

20:21

Photo

1280x183

and this signet deposit too

20:21

Deleted Account

hey @Ningxin\_TAC we are working on this

20:22

In reply to this message

could you please have a look? @adelancy242 @BeatriceChui @Chade7

20:24

Deleted Account

checking on this

20:29

this has been credited

N

20:29

Ningxin

ty

N

21:34

Ningxin

hi any ETA on BTC pls?

21:35

Deleted Account

we are trying to expedite it as there is a backlog currently

21:36

200 BTC should be out!

N

21:36

Ningxin

ok great, ty

F

22:41

FTX VIP Bot

[https://twitter.com/FTX\\_Official/status/1525138742482116609](https://twitter.com/FTX_Official/status/1525138742482116609)

15 May 2022

F

01:42

FTX VIP Bot

LUNA's collateral weight (for purposes of opening further positions) is reduced to 15% with spot margin turned on, 20% with spot margin off. LUNA spot margin borrows demand ~20x the collateral they previously did. There are no changes to how LUNA collateral or positions are treated for liquidation purposes

This means for LUNA futures positions, their initial margin requirement is:  
 $\max(\text{IMF of your account}, \text{IMF factor} * \sqrt{\text{position open size in tokens}}) * 20$   
20 May 2022

N

14:03  
Ningxin  
hi team, could u pls help with \$28mio SEN withdrawal?

C

14:04  
Cody  
on it  
14:08  
sent  
24 May 2022

F

06:26  
FTX VIP Bot  
At 02:00 UTC (22:00 EDT, 10:00 HKT, so in roughly two and a half hours) FTX will be disabling ERC-20 UST deposits. **Please do not send ERC-20 UST after this time as it will not be credited to your account.** UST deposits/withdrawals on Terra remain unaffected.

We will continue to update you with any upcoming changes related to the ongoing Terra/Luna and UST proposals.  
26 May 2022

F

02:12  
FTX VIP Bot  
Proposal 1623: Rebirth Terra Network has passed. FTX will support LUNA and UST migration, and new LUNA airdrop. Please see details in the announcement:  
<https://help.ftx.com/hc/en-us/articles/6534496348564>  
27 May 2022

F

09:16  
FTX VIP Bot  
New LUNA airdrop and ticker change

FTX will make the following ticker change at 04:00 UTC:  
\* Old LUNA (Terra Classic) ticker = LUNC  
\* Old TerraUST (Terra Classic) ticker = USTC  
\* New LUNA (Terra 2.0) ticker = LUNA2  
28 May 2022

F

22:36  
FTX VIP Bot  
LUNC and USTC deposits and withdrawals are open.  
30 May 2022

F

23:21  
FTX VIP Bot  
FTX has completed the new LUNA (LUNA2) airdrop distribution

\* New LUNA (LUNA2) to all eligible LUNC and/or USTC users has been distributed

\* LUNA2 deposit and withdrawal are now open

It is your responsibility to understand the implications of the new LUNA (LUNA2) airdrop. FTX is not liable for any losses.

Details: <https://help.ftx.com/hc/en-us/articles/6628852953108>  
31 May 2022

F

09:43  
FTX VIP Bot  
Introducing New Fee and Ratelimit Tiers to the FTX VIP & Market Maker Program

Starting June 1, 2022 at 00:00 UTC, FTX will introduce new tiers to its VIP and Market Maker (MM) program.

Previously, our VIP and MM program only had 3 tiers, which made it challenging for users to become VIP/MMs and jump from one tier to the next one.

Today, we're excited to announce that we will be adding four new additional tiers to our VIP/MM programs, for a total of 7 tiers (MM1 - MM7, VIP1 - VIP7).

By introducing new tiers, we will be making it easier for users to start participating in our VIP/MM programs in order to unlock lower fees and higher ratelimits. Additionally, we're also reducing the incremental volume/market share requirements between tiers, which will empower users to reach higher tiers and continuously grow on the platform.

More details please refer to <https://help.ftx.com/hc/en-us/articles/6632016038548-Introducing-New-Fee-and-Ratelimit-Tiers-to-the-FTX-VIP-Market-Maker-Program>

6 June 2022

F

22:22

FTX VIP Bot

FTX will delist RUNE spot markets, and consider its relisting in the future after finishing RUNE ~~mainnet~~ integrations.

Details please refer to the link below:

<https://help.ftx.com/hc/en-us/articles/6753040861204>

14 June 2022

N

06:05

Ningxin

In reply to [this message](#)

hi team, could we change the credit line to 125% collat and 8% interest?

06:10

just checking why we cant withdraw funds, but we got \$28mio available collateral?

Z

06:10

Zane

In reply to [this message](#)

Don't think it'd be loc

06:10

As the limit isn't applied by the system

06:11

In reply to [this message](#)

Due to the size of the loc, no.

06:11

Since you have such a large loc we need it to be overcollateralized

N

06:12

Ningxin

overcollat by how much?

Z

06:12

Zane

200%

06:12

Your loc is an order of magnitude larger than others on the platform

N

06:12

Ningxin

In reply to [this message](#)

can we change it to this?

Z

06:18

Zane

In reply to [this message](#)

no we cannot

06:18  
unless you want to reduce the size

N

06:19  
Ningxin  
yes sure we can reduce size

06:19  
actually can we remove the loc?

Z

06:19  
Zane  
yes

Z

06:42  
Zane  
i cannot  
06:42  
it would likely liquidate you

06:43  
it would indeed  
06:43  
you need to top up a lot of capital btw  
06:43  
you're massively under the collateral requirements for the LOC  
06:43  
and to even pull the LOC you need to add a lot of collateral to prevent being liquidated

N

06:43  
Ningxin  
we are reducing positions now

Z

06:43  
Zane  
I could pull a portion of the loc for now if you'd like

N

06:43  
Ningxin  
yes pls  
06:43  
what size do you suggest now?

Z

06:44  
Zane  
i can see you have 59,632,392.62 available for initial margin  
06:45  
i don't know how close you'd like to cut it to that  
06:45  
Also, but pulling the loc you're going to go more negative USD, which might increase the collateral requirements  
06:45  
cause you're massively negative USD, so IMF is likely coming into play here  
06:45  
i'd suggest starting with like 5-10mm, and we can see how that affects things, then can go from there

N

06:46  
Ningxin  
sure, lets try 10mio  
06:49  
pls lmk when done

Z

06:54

Zane

so i'm getting an error that says "Account does not have enough balances", i can override that, but it might liquidate you.

06:54

due to the size of your account, i'd like to be abundantly cautious

N

06:55

Ningxin

In reply to [this message](#)

ok, could u pls try 5mio and go ahead then?

Z

07:00

Zane

So just fyi, you're account value collateral is \$113,438,132.47, and you have a loc of \$120,000,000

07:01

which means you're underwater on the LOC in general.

07:02

The reason you can't withdraw is because you're account right now is technically underwater

N

07:02

Ningxin



i see our account collateral is \$199mio?

Z

07:05

Zane

that's the collateral contributed by spot assets, that's not the collateral value though (you're negative 85mm usd)

07:11

can someone from your team give me a call

07:11

we need to discuss this situation.

07:16

Just to highlight the issue here, per the agreement we signed you need to keep 200% collateral for the LOC, any shortfall of that which isn't topped up within 24hrs is charged 10%/day. Not only are you not within your collateral requirements, you're -\$3,145,735.41 underwater as of right now.

07:16

We aren't going to charge you 10%/day obviously

07:16

But we should hop on a call to discuss this.

Z

07:36

Zane

anything here guys?

Z

09:32

Zane

I need a response here guys. You're now 20mm in the hole

T

09:38

Tristan

In reply to [this message](#)

[@kyledl](#)

Z

09:49

Zane

I would really recommend responding here [@Ningxin\\_TAC](#). Lack of response gives us more cause for concern than anything.

Z

21:56

Zane

hello @Ningxin\_TAC @kyled1, we have to turn off withdrawals on your account until we can get a response from you. You're currently basically flat, but you need to increase your USD balance by a sizable amount. If we pulled the LOC you'd be negative 83mm or so, which would likely cause you to be liquidated, and we don't want to do that. But the bare minimum you can do is just respond to us and provide an update which you aren't doing, which is a cause for concern.

21:59

Please respond and let us know what you'd like to do. Also, as mentioned above, per the agreement you signed any shortfall on the collateral requirements for the LOC that aren't topped up are subject to 10%/day in interest. That means any shortfall on \$240,000,000 of your own collateral (\$360mm account value)—which you're very far from currently—is subject to 10%/day in interest. Like i said above, we'd prefer not to charge you that amount, but we need to know how you plan on dealing with this situation and radio silence is not confidence inspiring.

Z

22:53

Zane

3AC,

Your account is in an undesirable state. We've tried to reach you several times: consider this something like a final warning.

As per the Line of Credit agreement you signed, we have the right to request information from you to assess your continued eligibility for the LOC at any time, and have the right to remove the it at any time.

Currently your account has about \$13m in value outside of your \$120m line of credit. Note that, per section 5 of our Line of Credit agreement, you are obligated to maintain 200% of the line of credit (\$240m) in your account at all times, and that FTX has the right to charge 10%/day on any shortcomings there. You are currently \$227m short on this obligation, and so FTX has the right to charge you \$22.7m/day. Further, we noticed that last night around 4AM ET, you did not respond to our inquiries and withdrew even more from your account, thereby actively becoming even more delinquent on your obligation and acting against the spirit of our agreement.

We will remove your \$120m line of credit in whichever comes sooner: 6pm ET, your account reaching \$3m of value. If the state of your account does not change substantially, this will result in you being levered long crypto on FTX: negative USD, positive crypto. And depending on the state of that leverage, your account may be liquidated.

These are busy times. We know that you are likely overwhelmed with short-term responsibilities. Separate from this discussion, if you wanted to discuss financial relief options for your firm as a whole, we would be open to a conversation there. If you did want to pursue this route, we'd want a conversation with your CEO to assess the situation very shortly.

15 June 2022

Z

04:15

Zane

Would really prefer if we could resolve this via a discussion, but we're not left with a lot of choices if we can't hear back from you

04:15

we'll be pulling the loc in 45min

19 June 2022

F

02:32

FTX VIP Bot

At 14:00 UTC on Sunday, June 19th we will be putting the following perp markets into close-only mode in preparation for delisting on June 21st at 14:00 UTC:

BAO, CONV, CUSDT, HUM, KIN, MCB, MER, MTA, ORBS, ROOK, SRN, and TULIP

Orders that'd open or increase positions in these markets will see the error message "Future is in close-only mode. Can only place closing orders."

Please note that **users in the MM tiers will be exempt** from this rule to better protect the health and liquidity of these markets until they are delisted.

Further spot borrows in these tokens will also be disabled for all users, including those in the MM tiers.

If you have any questions, don't hesitate to reach out.

21 June 2022

F

13:52

FTX VIP Bot

Dear clients,

We're impacted by the Cloudflare issue, to place orders and receive market data please use the link below instead for now:

<https://awsapi.ftx.com/api/>

Please note: markets are in post-only mode on [FTX.com](https://ftx.com) and [FTX.us](https://ftx.us).

F

14:21

FTX VIP Bot

Cloudflare issues appear to be resolved, markets will be taken out of post-only mode in 10 minutes at 07:30 UTC

14:36

Cloudflare seems to still be experiencing intermittent issues, we will be putting markets back in post-only until further notice.

14:50

Things appear to be returning to a better state, we will be taking markets out of post-only at 7:55 UTC, in 5 minutes

22 June 2022

F

03:25

FTX VIP Bot

There is a planned hard fork for Binance Smart Chain (BEP20) that will take place at a block height of 18,907,621, or approximately 08:00 (UTC) on 6/22.

Deposits and withdrawals via BEP20 network will be suspended from 07:00 (UTC). We expect to re-enable them shortly thereafter, but will be monitoring the state of the network and update our users accordingly.

F

14:46

FTX VIP Bot

BEP20 withdrawals and deposits are paused for the upcoming hard fork

Please see <https://help.ftx.com/hc/en-us/articles/7218752678676> for more details

23 June 2022

LL

16:26

Leven Liu

FTX VIP Bot, [23 Jun 2022 at 5:13:16 PM]:

VIP Update 06/20

Week of 06/20: Apologies for the lack of updates the past while, it's definitely been a busy period with a lot of volatility in the markets. We hope everyone is faring alright in the downturn, as always please let us know if there's anything we can do to be of help. As it has been a while, there's...

FTX VIP Bot, [23 Jun 2022 at 5:13:16 PM]:

VIP Update 06.22:

#### **Platform Improvements (Features & UI/UX):**

- SEN and SIGNET Deposits now autocredit
- FTX OTC updates: Streaming pricing (RFS), TWAPs, [OTC-FTX.com](https://help.ftx.com/hc/en-us/articles/7218752678676) instant crypto transfers
- USDT now supported on AVAX
- USDC now supported on MATIC & TRON

#### **API & Backend changes:**

- IMF Weight: We added an additional factor to collateral requirements called IMF weight. IMF weight acts as a multiplier on initial margin requirements.
- Changed methodology for calculating fill price on off-market liquidations
- Improved reliability on trigger orders effectively triggering
- Added spotMarginImfFactor to GET /wallet/coins endpoint

#### **Hospitality (free tickets to cool stuff):**

- **Ultra Europe:** taking place **July 8-10th in Split, Croatia**. We would like to extend an invite to our VIPs to come join us for the festivities, tickets are on us! Please let us know ASAP if you're interested so we can manage our inventory of tickets and include as many VIPs as possible.
- **MLB All-Star Game & Home Run Derby:** July 18th-19th in Los Angeles
- **Home Run Derby X:** July 9th in London

There are more updates and a lot more detail on the above changes in the full announcement which can be found here:

<https://docs.google.com/document/d/11wDzLBUWQ3wWNuIPWyn14q6o5F8yz5FEGK2Abg3YSj8/edit#>

28 June 2022

F

10:27

FTX VIP Bot

#### **Announcement Regarding Upcoming ETH Upgrade:**

The upgrade will take place at the Ethereum block height of 15,050,000, which is expected to occur at roughly 10:45 (UTC) on June 29th, the exact time may vary. For more information on the network upgrade, please refer to the [Ethereum Gray Glacier Upgrade Announcement](#).

FTX will support the upgrade and trading of ETH and ERC-20 tokens on FTX will not be affected. In preparation, please note the following:

- Deposits and withdrawals of ETH and ERC-20 tokens will be disabled starting from June 29th at 09:43 (UTC) i.e. 1 hour prior to the estimated upgrade.
- FTX will monitor the state of the network following the upgrade and reopen deposits and withdrawals for ETH and ERC-20 tokens once the upgrade is complete.

5 July 2022

F

06:39

FTX VIP Bot

VIP update 07/04:

**Small order size thresholds decreased: Threshold was taken down ~33%** in light of decrease in prices. We may make further adjustments after a deeper review, but we wanted to push an update in the meantime

**Changes to LOCs: Please read full announcement using the link below.** In short, USD from an LOC is now expendable on spot margin; any shortfall between your LOC and USD balance will be charged prevailing spot margin USD borrow rates; LOCs now require spot margin to be enabled in any sub with an LOC.

**Introducing organizations for Custom Logins:** Users can now send an invite to others allowing them to set up their own password and 2FA for their custom login.

**NFT Permissioning for API keys:** You can now disable an API keys ability to be used for trading NFTs.

**MM reports:** We are aware of the issue with MM reports showing up blank and hope to have it resolved by EOD tomorrow.

**Full announcement:** <https://docs.google.com/document/d/11wDzLBUWQ3wWNuIPWynI4q6o5F8yz5FEGK2Abg3Y8j8/edit?usp=sharing>  
(please let us know if you aren't able to view the full announcement, we had some reports of people not having access but everyone should, and after testing on our end don't see any issues, but please let us know otherwise if you're having issues)  
14 July 2022

F

02:19

FTX VIP Bot

**WebSocket Update:** We're going to release something in a few hours that should decrease unexpected websocket disconnections. We think that it'll take up average session lengths and reduce tail-case websocket message delay. We'll be rolling this out at 10pm ET, so expect some disconnections then. As usual, these will be rolling starts and we will maintain availability throughout, but you will need to reconnect.

**The Paradigm integration with FTX went live on July 13, 2022,** enabling one-click futures spreads trading. Paradigm and FTX users can now trade the spread between spot, perps and dated futures on BTC, ETH, SOL and AVAX with a single click and reduced fees. More information here: <https://help.ftx.com/hc/en-us/articles/7744740732308>

**LoC Updates Live as of July 11, 2022.** The changes to the LOCs went live on both FTX and FTX US. You can now use your line of credit for spot trading. See last week's update in full announcement below.

**MLB Playoffs are coming up in October.** To indicate interest, please fill out this form to provide more information on preferred dates, cities and teams.

**Full Announcement:** [https://docs.google.com/document/d/1Z8vObHfCah0iUjhl2MCef\\_ePpNxmNDyna2GOS-ZluDm0/edit](https://docs.google.com/document/d/1Z8vObHfCah0iUjhl2MCef_ePpNxmNDyna2GOS-ZluDm0/edit)

F

02:40

FTX VIP Bot

Please use this link for the full announcement: [https://docs.google.com/document/d/1pz\\_vs4rzJHl4geLm6nLp9n09\\_vCAH0YnoeraBoShBGs/edit?usp=sharing](https://docs.google.com/document/d/1pz_vs4rzJHl4geLm6nLp9n09_vCAH0YnoeraBoShBGs/edit?usp=sharing)  
19 July 2022

F

01:17

FTX VIP Bot

**Announcement on IMF Factor Update.**

We have updated the IMF factor for a number of assets/markets, please check [fix.com/api/markets](https://fix.com/api/markets) (this should always be treated as the source of truth for IMF factors and any other contract specs) or the documents below for a more readable format:

**Helpdesk:**

<https://help.ftx.com/hc/en-us/articles/360027668832-Contracts-Specs>

**Full announcement with the list of updated contracts:**

<https://docs.google.com/document/d/1zqJNoZnDUEQVo-GBS-UeqbBNS0RbRfK5rIRGUgCv3Ag/edit>

Best regards,  
FTX VIP Team  
22 July 2022

F

05:59

FTX VIP Bot

The platform is currently experiencing intermittent issues causing the API to throw up errors. We have spoken with the devs who are currently working on a resolution and we hope to have more information to share here soon. We'll be sure to share any updates as we have them.

06:12

We think that the problems are now fully resolved and expect no more issues. We continue monitoring actively and we apologize for the inconvenience.

F

06:32

FTX VIP Bot

Between approximately 19:30 to 23:00 UTC, various FTX endpoints were intermittently giving 500s. The underlying issue related to a caching system that experienced degradation with a version upgrade. Cache shards went down one-by-one (hence the intermittent failures). We've addressed the root cause and do not expect this to come up again.

Leven Liu invited SR

23 July 2022

F

20:02

FTX VIP Bot

**FTX Update Week of July 18 - 22 :**

**Results of 7/13 WebSocket update:** Last week's change improved WebSocket stability and decreased unexpected disconnections. Since the change, we've observed decreases in forced disconnections of 80-90%, and message delay is down 50-60%.

**Sorting Open Orders Table:** You can now sort the open orders tab by "side", "size", and "price" on FTX and FTX US

**IMF Factor Update:** Earlier this week we updated IMF factors for a number of markets. See full announcement here:

<https://docs.google.com/document/d/1zqfNoZnDUEQVo-GBS-UeqbBNS0RbRfK5rRGUgCv3Ag/edit>. Note: this was previously notified by bot msg, and reiterated here for reference in the weekly summary.

**Full Announcement:** [https://docs.google.com/document/d/1pz\\_vs4rzJHi4geLn6nLp9n09\\_vCAH0YnoeraBo5hBGs/edit](https://docs.google.com/document/d/1pz_vs4rzJHi4geLn6nLp9n09_vCAH0YnoeraBo5hBGs/edit)

3 August 2022

F

03:56

FTX VIP Bot

**FTX Update Week of July 25-29th:**

Apologies for the delay in getting this one out, but hopefully the number of new features/improvements will more than make up for it. We'll likely have a number of further updates on the below by EOW, so stay tuned!

**FTX Status Page:** Status pages have been launched for [FTX.com](https://status.ftx.com) and [FTX.us](https://status.ftx.us), which can be found at [status.ftx.com](https://status.ftx.com) and [status.ftx.us](https://status.ftx.us) respectively. These are a work in progress, so please bear with us as we improve the relevant processes and build out additional components/metrics.

**SEN/Signet Withdrawals:** We've increased the default 24hr limit to \$50M (up from \$10M).

**TWAP Price Bounds/Limits:** You can now set upper and lower bounds for TWAP orders by using the "pause above/below price" field. If specified, an individual order that is part of the TWAP will not be submitted if market price is above the upper bound specified.

**TWAP Limit orders:** users can now choose between limit and market orders for TWAPs.

**Deep Dive Meetings with FTX:** Availability permitting, FTX would like to invite VIP/MM clients to schedule a meeting to do a deep dive on the FTX tech stack. Please reach out if interested.

**HUSD is no longer part of the USD Stablecoin basket and is no longer supported as collateral.**

**Full Announcement** (please read for more information, there's a lot more shared in the full announcement than in the TG announcement. And reminder we update the same link every week, so can use it as a sort of changelog):

<https://docs.google.com/document/d/11wDzLBUWQ3wWNuIPWynl4q6o5F8yz5FEGK2Abg3Y8j8/edit?usp=sharing>

19 August 2022

F

04:19

FTX VIP Bot

**FTX Update August 1-17th:**

**MMF Weight:** We've introduced a new term to the margin model: MMF weight. The MMF weight is similar to the IMF weight that we introduced in June, however it is used to calculate the maintenance margin fraction for existing positions vs. new positions.

Starting on Monday, August 22nd, 2:00pm EST, we will be updating the IMF weights and start slowly increasing the MMF weights of the following underlyings: TRYB, LEO, HNT, POLIS, ATLAS, THETA, SCRT, COMP. See official announcement for more details (<https://help.ftx.com/hc/en-us/articles/8662420538772>).

**FTX US Update – Fees:** FTX US is introducing a new VIP/MM program and fee schedule! The new VIP/MM program will have a total of 7 tiers (MM1-MM7 and VIP1-VIP7). See the official announcement page for more info and ratelimits (<https://help.ftx.us/hc/en-us/articles/8193663258263>).

As a reminder, FTX US accepts customers from across the globe, and has the same API as [FTX.com](https://help.ftx.com/hc/en-us/articles/8193663258263). If you are interested in onboarding, let us know and the US VIP team will reach out to set up a call.

**What happens after the ETH merge?** FTX has published an update on what will happen after the merge in the event of a fork. See the official announcement for more details. <https://help.ftx.com/hc/en-us/articles/8567017550356>

**IP Whitelisting:** We now support IP whitelisting for all account access (API, GUI, app, custom logins, etc). The settings are only accessible by the VIP/MM tiers and are found at [ftx.com/profile](https://help.ftx.com/hc/en-us/articles/8567017550356) under the “Account Whitelisted IPs” section.

**LOC Utilization per Subaccount:** We now support LoC utilization per subaccount. If enabled, we charge each of the user's subaccounts interest separately based on their individual LOC usage.

**New MM Report Columns:** We added new columns to the VIP/MM Daily Reports that display the difference in volume between the accounts above and below you in trailing 30-day maker and total volume.

**FTX Status Page:** Removed Public Option for Subscriptions. Please reach out if you'd like to subscribe.

**MLB Playoffs October 2022:** As a reminder, we are planning for the MLB Playoffs in October. If you have not yet, please fill out the MLB Playoff form (<https://airtable.com/shrkU5AMQ7WWiesdT>).

**Full Announcement (please read for more information, there's more detailed information and this bot message is a summary):**

[https://docs.google.com/document/d/1pz\\_vs4rzJHi4geLm6nLp9n09\\_vCAH0YnocraBo5hBGs/edit](https://docs.google.com/document/d/1pz_vs4rzJHi4geLm6nLp9n09_vCAH0YnocraBo5hBGs/edit)  
1 September 2022

F

05:29

FTX VIP Bot

**FTX Update August 18-31st:**

**Upcoming VIP Events:** Please let us know if you're in town and available for the following events.

*SALT - New York, Sept 12-15, 2022* - reach out if you'll be in town and would like to meet up.

*Circle Converge - San Francisco, Sept 28, 2022* - Reg link: <https://lu.ma/nrtm817>

*LCS Finals - Chicago, Sept 10-11, 2022* - request form: <https://airtable.com/shrd6bvdxa19GvxMT>

*Tomorrowland Winter - French Alps, March 18-25, 2023* - request form: <https://airtable.com/shrfAysynSYDdrNxy>

*MLB Playoffs - US, October 2022* - request form: <https://airtable.com/shrkU5AMQ7WWiesdT>

**Bulk cancel orders by id or by client order id** - see API documentation for more info - <https://docs.ftx.com/#bulk-cancel-orders>

**Latency fix** - We've implemented several fixes that should improve latency and site speed, particularly for trading/ordering pages. We've also improved latency on the `get_positions` API call.

**Address Whitelisting** - We've published new documentation on the whitelisting process and settings. Please see our help desk for more information:

<https://help.ftx.com/hc/en-us/articles/8847474347156-Whitelisting-Withdrawal-Addresses>

**Full Announcement (please read for more information, there's more detailed information and this bot message is a summary):**

[https://docs.google.com/document/d/1pz\\_vs4rzJHi4geLm6nLp9n09\\_vCAH0YnocraBo5hBGs/edit](https://docs.google.com/document/d/1pz_vs4rzJHi4geLm6nLp9n09_vCAH0YnocraBo5hBGs/edit)  
3 September 2022

F

01:23

FTX VIP Bot

FTX has published a new announcement regarding the ETH merge, please see this article for more information: <https://help.ftx.com/hc/en-us/articles/9025415733396>  
5 September 2022

F

13:10

FTX VIP Bot

To prepare for the upcoming ETH Merge, FTX will suspend deposits and withdrawals for ETH on the Arbitrum One, Solana, and Binance Smart Chain blockchains.

See this post for more details and the exact timeline: <https://help.ftx.com/hc/en-us/articles/9086294034580>

15 September 2022

F

12:26

FTX VIP Bot

ETH Merge Update:

1. ETH withdrawals will be disabled at 2am EST.
2. Snapshot of ETH balances for ETHW airdrop will be taken at 2:15am EST.

More details here:

<https://help.ftx.com/hc/en-us/articles/9025415733396>

F

14:08

FTX VIP Bot

ETH Merge Update #2:

1. ETH deposits and withdrawals are now re-enabled.

<https://help.ftx.com/hc/en-us/articles/9346071275924>

2. Snapshot of ETH balances for ETHW airdrop was taken at around 2:15am EST. ETHW credits/debits should start getting reflected on your account over the next hour or so.

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16:08

FTX VIP Bot

ETH Merge Update #3:

ETHW/USD spot market is now live <https://ftx.com/trade/ETHW/USD>

Zane removed FTX VIP Bot

wantonwallet removed wantonwallet

16 September 2022

RS

00:54

Ryan Salame

GIF

